



California Office of Digital Innovation

Duty Statement

☐ Current ☒ Proposed

IT Domain: Client Services

Classification Title Information Technology Specialist I	Office/Program Office of Digital Innovation
Working Title Information Technology Specialist I	Unit/Section Information Technology
Position Number 374-100-1402-001	Effective Date
Name	Date Prepared 9/13/2021

General Statement

Under the direction of the Information Technology Supervisor II, in the Information Technology (IT) unit within the Office of Digital Innovation (ODI) the Information Technology Specialist I (ITS I) will implement and execute information systems solutions to provide client services and support ODI staff. The ITS I will be responsible for the day to day oversight of all information technology and telecommunications activities and help to stand up our new office, providing on-going IT support services to agency staff independently. They will collaborate across and within their team to define problems, offer solutions, and identify ways to streamline and scale. The ITS I will provide excellent customer service to internal staff in support of ODI's goal to reimagine and deliver more equitable, effective services to Californians. Duties include, but are not limited to, the following:

Essential Functions

%	Description
40%	Support agency IT and Telecommunications Services. Configure, deploy and provide full life cycle technical support to ODI and GovOps users for end-user devices, computers, peripheral hardware, telecommunications and desktop software applications. Provide IT services such as MacOS Administration, firewall and network management, anti-virus, patch management, software management, remote desktop administration, incident management and mobile device support. Work with users to define business requirements and identify problems and then seek effective improvements. Communicate regularly with staff on IT customer support issues and status. Interpret user requirements, research and evaluate options and recommend procurement of IT products and services. Coordinate maintenance agreements with vendors and contractors to service computer and IT equipment.

30%	Provide Business and Technology Services by establishing and maintaining IT inventory guidelines to ensure equipment and software is documented per policies and procedures; tracking and monitoring devices and performing end-of-life asset management; analyzing and supporting the procurement, installation, configuration, deployment and maintenance of information technology systems, tools and network infrastructure, and participating in meeting and reporting requirements for the agency's Technology Recovery Plan. Provide information technology consultation to staff and management in support of ODI's business programs.
15%	Manage projects by supporting the IT Supervisor II and staff with work plans and schedules for new projects, researching and contributing information system alternatives to resolve problems or issues related to the completion of work projects/ assignments
10%	Managing the website by providing technical support and content management oversight for the ODI internet presence and performing oversight in assuring quality control.

Marginal Functions

5%	Perform other staff assignments as appropriate and required.
----	--

Supervision Received

The Information Technology Specialist I reports to the Information Technology Supervisor II.

Supervision Exercised

None, however may act as a lead of IT client services projects and Student Assistant staff.

Working Conditions

The employee regularly works in an indoor and climate-controlled office setting under artificial light. The employee's workstation is located in Sacramento, CA and is equipped with standard or ergonomic office equipment, as appropriate. Based on departmental or operational needs, work can be performed in the office or remotely. Occasional travel may be required to attend offsite meetings, conferences, and training classes. May sit for an extended period using a keyboard and video display terminal. On occasion, may require flexible work schedules, including some evening hours to complete assignments, meet deadlines, and provide support to the Directorate.

Attendance

Must maintain regular and acceptable attendance at such a level as is determined ODI's sole discretion. Must be regularly available and willing to work the hours the department determines are necessary or desirable to meet its business needs.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. *(If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor.)

A Reasonable Accommodation is any modification or adjustment made to a job, work environment, or employment practice or process that enables an individual with a disability or medical condition to perform the essential functions of his or her job or to enjoy an equal employment opportunity.

Duties of this position are subject to change and may be revised as needed or required.

Employee Signature	Employee Printed Name	Date

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature	Supervisor Printed Name	Date